



2014 Accomplishments

Each year, The Colony City Manager's Office compiles information from all of the city's departments into one report reviewing accomplishments from the previous year. The complete list would require many pages to share in its entirety. Here's a sample of what we're proud to have achieved this past year. We hope our residents share in that pride as well!

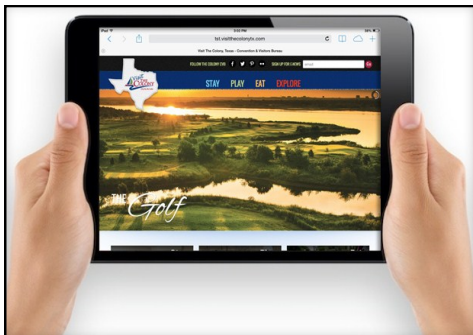


City Secretary's Office

The city seamlessly transitioned moving the City Council election from May to November, with new single-member council districts being redrawn prior to the election based off latest census data.

Communications/CVB

The Colony Convention and Visitors Bureau revamped their award-winning website to feature larger images and a responsive, streamlined design that enables the site to be accessible from mobile devices so visitors can view it on-the-go. The site was entered into the competition at the annual Texas Association of Convention and Visitors Bureaus (TACVB) conference and once again took top honors in its budget category.



Communications staff presented the Main Street Widening Project PSA to the council and the public. The video's purpose was to provide residents and area motorists an overview of the project and to demonstrate the city's empathy for drivers experiencing delays.

Communications staff worked alongside Mayor McCourry and City Manager Troy Powell for the creation of an episode of *Moving America Forward* hosted by William Shatner and Doug Llewelyn. The episode featured Mayor McCourry and Troy discussing the city's amenities and low crime rate, as well as the Grandscape development, among other topics.

Community Image

The Keep The Colony Beautiful Board and Community Image Department sponsored Make A Difference Day on Oct. 25. There were four projects completed, including cleanup of a drainage easement, bridge and wall on Memorial and Paige; painting of a wall on Memorial between Paige and Blair Oaks; cleanup and painting of the bridge on Turner (behind Bill Allen Park); and cleanup of the Shoreline Trail at Stewart Creek Park.



There were over 60 individuals who participated, contributing approximately 240 volunteer hours, along with six city staffers.

Development Services

The case load for the Planning Department staff and the Planning and Zoning Commission increased significantly over the past fiscal year. During 2013-2014, a total of 67 development and ordinance revision applications were submitted, compared to 52 applications in 2012-2013. The applications represent an overall increase of almost 30 percent compared to the number of applications received during 2012-2013.

Current/Completed Development:

- Rooms-To-Go — Development Plan in

PD-16 for a 58,623 square-foot furniture store.

Specific Use Permits for Limited Service Hotels and/or Development/Site Plans for the following hotels:

- Courtyard Marriott – 125 rooms
- Holiday Inn – 122 rooms
- La Quinta – 80 rooms
- Hampton Inn – 115 rooms
- Hyatt Place – 107 rooms

Other Developments:

- In-N-Out Restaurant
- Cheddars Restaurant
- Luby's Restaurant
- Methodist Urgent Care Center
- 121 Office Complex — Site Plan for two condominium office
- Freddy's at The Colony
- Panda Express
- Hard Eight BBQ
- Raising Cane's

Economic Development

Several awards and recognitions were received by the EDC or the city:

- TEDC – Achievement for Economic Excellence Award
- *D CEO Magazine* – Topgolf winner of Best Retail Project
- *D Magazine* Top Suburbs – moved up to No. 22 in 2014

Engineering

Handled coordination between City of Frisco, City of The Colony and BNSF Railroad to construct the Memorial Drive Spring Creek Connector. This complicated \$15 million project is nearing completion and will be open to traffic in Spring 2015.

The FM 423 Roadway Construction Project started in October 2014. Coordinated the FM 423 utility permit submissions for all the private franchises along FM 423.

The Memorial Drive Widening Project was designed and bid. Construction on this project will commence in 2015.

The two-phase Plano Parkway Widening project was completed in 2014 so that it

was ready for the opening of Nebraska Furniture Mart in Spring 2015. The project was completed on time and all access and signals for Nebraska Furniture Mart have been installed and are operational.



The Wynnwood 1-million gallon elevated storage tank project was bid quickly. Construction started on this fast-paced project in record time to ensure adequate fire protection and to meet demands of rapid growth in the Tribute subdivision.

The SH 121 Overpass project was one of the largest CIP projects under construction in 2014 at \$25 million. Phase I opened in March 2015 prior to the Nebraska Furniture Mart opening. Phase II begins in March.

Environmental Services

Completed two City Wide Clean Ups in the Spring and Fall of 2014. Over 100 30-yard roll-offs were hauled to the landfill, along with 30,000 pounds of electronics, 16,000 pounds of paper shred, 240 tires and 600 yards of green waste to the compost facility.



ty. There were over 900 vehicles through the two Clean Ups.

Facility Maintenance

Completed the installation of two 20-ton HVAC package units at the Parks & Rec gymnasium. This installation provided more even cooling and heating and eliminated the dripping from the 10 overhead split units.

Finance

Standard & Poor's credit rating for the city was raised from AA- to AA.

Refinanced the 2006 Bond, saving \$1.44 million or \$111,000 annually.

Reduced the tax rate 1/2 of a cent from \$.6775 to \$.6725/per \$100 of valuation.

Received GFOA Certificate of Achievement for Excellence in Financial Reporting and the Distinguished Budget Presentation Award.

Received the highest award (Platinum) from the Texas Comptroller for online financial transparency

Absorbed accounting for TIRZ No.1 and TIRZ No. 2 without adding staff.

Fire Department

The Colony Fire Department took delivery of a new tower ladder and new engine in early 2014. Training was conducted and the apparatus were placed in-service following a public housing ceremony.

The design and Phase I construction of TCFD's new Training Yard was completed.

As result of the Ebola virus arriving in the Dallas/North Texas area in 2014, TCFD members trained and implemented response guidelines to better handle these types of incidents. One engine company was equipped and the crews specially trained for incidents involving hazardous materials.

The new computer-aided dispatch and records management system was designed and installed. Personnel were trained and the system went in-service.

Fleet Services

Fleet Services has the responsibility of servicing over 20 pieces of heavy equipment which includes backhoes, tractors, etc.; 115 pieces of medium and light-duty vehicles that include trucks and cars; and over 250 pieces of equipment including trailers, generators, pumps, saws, etc. Also conducted two successful auctions in 2014 with proceeds totaling \$33,400.72.

Health Department

The Health Department inspected and welcomed the following new restaurants in 2014:

- Texan Brother's BBQ
- The Colony Café II
- Santa Fe Neighborhood Grill
- Peter Piper Pizza
- Papi's Red Hots
- Prestwick STEM Academy
- The Dollar Stop
- Captain Jacks
- Café Mila
- Saintsbury Tavern
- Drunken Donkey Bar & Grill
- In-N-Out Burger
- Little Caesars

Information Technology

Completed development and implementation of new electronic forms on the city website which allows online submission of applications to the Utility Billing, Police, and Human Resources departments.

Library

Grants and major donations in 2014 totaled \$13,766.50, with \$39,750 in county funding.

Expanded the Digital Library Electronic re-

sources collection, including expanded Zinio digital magazine collection at reduced cost through consortium participation.

Partnered with the Parks and Recreation Department and Community Development Corp. board to research and develop a Bridges Cemetery Master Plan.

Municipal Court

The number of traffic/state citations filed with the court increased to 12,980, an increase of 1,165 citations compared to fiscal year 2012-13. During the 2013-14 fiscal year, the total actual revenue collected increased to \$1,211,987.19. This was an increase of \$44,082.33 from the previous fiscal year.

The amount of warrants issued also increased for the 2013-14 fiscal year. The Municipal Court issued 2,387 warrants last year. This amount is the highest amount of warrants ever issued by the court. Last year, we issued 2,127 warrants. The amount of warrant revenue collected in 2012-13 was \$262,307, compared to \$224,859 for 2013-14.

Parks and Recreation

In 2014, The Colony received the Tree City USA designation from the Arbor Day Foundation for the sixth consecutive year, and attained Playful City USA designation from KaBOOM!, a national non-profit, for the fourth consecutive year.

The parking lot at Perryman Park was expanded with the addition of 22 new spaces.

The annual Liberty 5K, 10K and 1 Mile Fun Run registered the most participants in its 29-year history, with 1,468 runners. The annual Liberty By The Lake festival continued to grow in 2014 with another near-capacity crowd. Entertainment offerings included a drumline performance, magic and comedy act, and BMX stunt show.

For the second year in a row, The Colony Community Center won an Excellence in Programming Award for a Senior Program at the Texas Recreation and Park Society 2014 North Region Conference.

Numerous improvements were made at Stewart Creek Park during 2014. Some of these improvements include:

- Installation of the Keith Helms Memori-

al Sundial at the Stewart Creek Park Shoreline Trail trailhead;



- Completion of a third mural by the TCHS art students at the park entrance; and,
- Installation of all new trash receptacles throughout the park.

In 2014, staff installed QR F.I.T. signs along the trail at The Colony Five Star Complex. The QR F.I.T. Trail system is designed for users to visit a series of five signs placed along the trail. Visitors will use their smartphone with a camera to scan the QR codes on each sign. The QR codes will direct the user to a series of videos that allow the user to pick the type and intensity level of workout that they desire. Users can proceed from sign to sign and enhance their workout with each lap around the Five Star trail.



Updates to the Splash Zone at the Aquatic Park included a total replacement of the bridge steps and all four safety nets.

Aquatic Park Lifeguards took first place performing First Aid where over 40 Lifeguard Teams competed in physical and skill competitions at the Denton Civic Pool. The Colony Aquatic Park staff won in a first aid competition, called "Three Blind Mice." Three team members simultaneously performed varied

rescue tasks in silence, as the Head Guard called out directions from a distance.

Police Department

Crime reached record lows. Last year almost set the all-time record for the number of Part I UCR crimes. The first year on record that The Colony reported UCR was 1981. That is also the only year that had fewer UCR crimes than 2014, by one crime. For the crime rate (crime per population), 2014 was by far the record year, far outpacing all other years on record.

The department patch and badge were redesigned to include the updated city logo as a symbol of pride in our community and our department.



The Colony Police Department was recognized by the Texas Police Chiefs Association Foundation as a Recognized Agency. The Law Enforcement Recognition Program is a voluntary process where police agencies in Texas prove their compliance with 166 Texas Law Enforcement Best Practices.

With the help of Parks and Recreation, the department purchased and put into service six new Patrol bicycles.

This year, the city provided new Chevrolet Tahoe SUVs for department use. Besides the increase in interior space and overall performance, the Tahoe has a lower total cost of

ownership over the life of the vehicle than our current fleet vehicles.

Animal Control had a record low euthanasia rate at 9 percent for the year, which was a 5 percent drop from 2013 and a 23 percent drop from 2012.

The Animal Shelter broke ground on a new quarantine building.

Public Works

Year end statistics for 2014 were as follows:

- 63,781 square feet of streets repaired
- 4,310 square feet of alleys repaired
- 33,742 square feet of sidewalks repaired
- 8,850 square feet of utility cuts repaired
- 4,550 linear feet of crack seal placed
- 686 cubic yards of debris collected via street sweepers

Wastewater Treatment

The department is working to complete design of the \$18 million Wastewater Treatment Plant expansion.

Total gallons treated — 1,065,570,000.

Water Distribution

Water distribution is responsible for maintaining The Colony's water and wastewater distribution systems by making repairs and performing preventative maintenance on the 197.3 miles of water line and 203 miles of sewer line. Performance statistics for 2014 were as follows:

- cleaned 25 miles of sewer line;
- repaired 35 main breaks;

- cleared 121 customer-side sewer stoppages;
- 36 water main lines were repaired;
- 91 water service lines were repaired;
- 886 water leaks were investigated;
- 148,040 feet of sewer main lines were cleaned; and,
- 129 sewer stoppages were cleared.

Water Production

Implemented maintenance service contracts with Caldwell Tanks on our three existing water towers for rehabilitation and ongoing maintenance.

Implemented inspection and cleaning service contract to perform annual inspection and cleaning for all ground water storage tanks.

Drained and washed out two ground storage tanks and one water tower. Inspected all water storage tanks and made repairs as needed.

Total gallons treated — 1,675,503,000.

Utility Administration

New online e-form applications were developed by the IT Department and Customer Service staff to improve efficiency in the water application processes.

Questions often arise from our customers about how we conduct our monthly billing process, among other frequently asked questions. To assist in answering these questions, a news and social media release was created and sent out with the most frequently asked questions about billing.

Social Media and the City

As in recent years, 2014 also saw a rise in the city's presence on social media as our accounts continue to attract new followers. The Communications Department constantly promotes the city's brand on new and existing platforms.



facebook.com/thecolonytexas



twitter.com/TheColonyTexas



youtube.com/CityofTheColonyTX



thecolonytx.wordpress.com



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